

## Duty Statement/Skill Set for the ARIES Technical Lead at Provider or Agency Location

In order to effectively use ARIES at a provider or agency site, there are some tasks and responsibilities that need to be completed at the local site. The California Department of Health Services, Office of AIDS (OA), has identified three general areas of tasks: Contract setup tasks; Technical activities; and Mentoring/Training activities.

In order to assist providers in identifying one or more staff who can accomplish these local ARIES tasks, described below are the major functions in each of these three areas, and the ideal skill set that will allow a staff person to successfully complete these tasks.

### Contract Setup

One of the main objectives and features of ARIES is the ability to track and monitor the provision of services to clients across the continuum of care. The setup of provider information and their contracts and services is critical to ensure that information in ARIES is accurate. When evaluating whether or not a provider has a staff person with the appropriate knowledge and skills to be assigned the responsibility of performing and maintaining this information, the following should be considered:

- Familiarity with Internet Explorer
- Data entry skills with high accuracy
- Must have an in-depth knowledge of:
  - Sites
  - Staff
  - Funding sources
  - Contracts
  - Services provided by each contract
  - Services billing

### Technical Activities (user setup, certificates, passwords, etc.)

ARIES is a large application and provider staff would benefit from having someone in-house designated to help with ARIES usage and problems. This person should be someone who has a desire to help others, is patient, is willing to be approachable and interrupted on an ad-hoc basis, communicates in a clear and easy to understand manner, and has good computer skills. When evaluating whether or not a provider has a staff person with the appropriate knowledge and skills to be assigned the responsibility of performing this kind of a support role, the following skills and experience should be considered:

- Creating user accounts and resetting passwords
- Installing software (home experience is ok following setup wizards)
- Familiarity with Internet Explorer
- Maintaining and processing a variety of authorization forms
- Communication skills (both face-to-face and telephone)
- Prior contact with the site's Internet Service Provider or Information Technology Department
- Data entry skills, high accuracy
- Troubleshooting/Problem solving skills
- Basic e-mail skills and access to e-mail
- Experience following manuals, reading/comprehending frequently asked questions posted on the Internet, and following help screens.
- Experience with safeguarding confidential data (electronic and paper records)
- Prior experience being the main contact person for issues/concerns in similar data collection projects
- Service oriented attitude

#### Mentoring/Training Activities

ARIES is a large application that requires training be provided to staff who are just being setup to use it. Also, as staff use ARIES more frequently and begin to explore other functionality, it is beneficial to have a staff person available to provide periodic advanced training beyond the minimum necessary to perform any given task. When evaluating whether or not a provider has a staff person with the appropriate knowledge and skills to be assigned the responsibility of performing this kind of a support role, the following skills and experience should be considered:

- Familiarity with Internet Explorer
- Communication skills
- Training/Mentoring skills
- Experience following manuals, reading/comprehending frequently asked questions posted on the Internet, and following help screens
- Experience with safeguarding confidential data (electronic and paper records)
- Troubleshooting/Problem Solving skills

ARIES has a help desk available for user support; however, if a provider is large enough or has a staff person with the interest and skill set, it can be advantageous to the provider to have a local ARIES expert to assist their colleagues in using ARIES to its fullest potential. Additionally, this local expert can be designated to coordinate contact with the ARIES help desk.